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JG

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on the below date:

Date: April 11, 2005 Name: John G. Rauch

Signature:

**BRINKS
HOFFER
GILSON
& LIONE****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Appln. of: Missinhoun, Jean L.

Appln. No.: 09/608,293

Filed: June 30, 2000

For: **SYSTEM AND METHOD FOR PROVIDING
A MULTI-CHANNEL CUSTOMER
INTERACTION CENTER**

Examiner: Boyce, Andre D.

Art Unit: 3623

Attorney Docket No: 10022/225

Mail Stop Amendment
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL

Sir:

Attached is/are:

- ☒ a Response
☒ Return Receipt Postcard

Fee calculation:

- ☒ No additional fee is required.
☐ Small Entity.
☐ An extension fee in an amount of \$_____ for a _____-month extension of time under 37 C.F.R. § 1.136(a).
☐ A petition or processing fee in an amount of \$_____ under 37 C.F.R. § 1.17(____).
☐ An additional filing fee has been calculated as shown below:

					Small Entity			Not a Small Entity	
	Claims Remaining After Amendment		Highest No. Previously Paid For	Present Extra	Rate	Add'l Fee	or	Rate	Add'l Fee
Total	12	Minus	20	0	x \$25=			x \$50=	0
Indep.	2	Minus	3	0	x 100=			x \$200=	0
First Presentation of Multiple Dep. Claim					+ \$180=			+ \$360=	0
					Total	\$		Total	\$0

Fee payment:

- ☐ A check in the amount of \$_____ is enclosed.
☐ Please charge Deposit Account No. 23-1925 in the amount of \$_____. A copy of this Transmittal is enclosed for this purpose.
☐ Payment by credit card in the amount of \$_____ (Form PTO-2038 is attached).
☒ The Director is hereby authorized to charge payment of any additional filing fees required under 37 CFR § 1.16 and any patent application processing fees under 37 CFR § 1.17 associated with this paper (including any extension fee required to ensure that this paper is timely filed), or to credit any overpayment, to Deposit Account No. 23-1925.

Respectfully submitted,

John G. Rauch (Reg. No. 37,218)

Date: 4/11/2005